Evaluation of Patient Visits, Retention, and Satisfaction in Low-Income Clinics

**Background/Specific Aims:** This project assesses the quality and success of the four-week-old Samaritans Health OB/GYN low-income clinic. The assessment will include a comparison with Equal Access Clinic, a similar endeavor located in another part of the Gainesville community. A comparison between these two low-income clinics in East and West Gainesville will examine whether there was a need for a new Federally-Qualified Health Center in the zip codes 32605, 32607, 32608, and 32612. These zip codes are the closest boundaries for an area known as the Tower Road Triangle. Within this area, there is a high concentration of births paid for by Medicaid.

**Methods:** This analysis measured growth through a survey and encounter data collection. A de-identified questionnaire queried patients after their appointments on what they felt was the most important reason for coming to Samaritans Health specifically. This survey took place a month after the clinic had opened and only at Samaritans Health. Additionally, the CEO of the clinic provided data on the number of patients seen each week by each doctor and how many new patients were seen each day. These data points served as markers to determine the level of Samaritans Health’s success. Similar data points were also collected from the first 10 weeks of Equal Access’s business.

**Results:** At Equal Access, results showed that 75% of patients visit the clinic only once. Conversely, a majority of patients at Samaritans Health returned at least once. On the surveys, most selected that it was not their first time visiting the clinic. Additionally, the two most frequent answers chosen signified that patients return because of the distance from their home to the clinic and a high level of satisfaction with at least one staff member.

**Conclusion:** When comparing the number of patient visits between the two clinics, Equal Access saw a larger number of patients in a shorter amount of time, but the drop-off was steep. Samaritans Health had consistent weekly growth and kept their patients for multiple appointments. The key finding is that there is clear patient demand for a low-income clinic in the Tower Road Triangle.